
Can Denied Veterans Be Satisfied With the Handling of Their Claims?

Data from the 1997 *Survey of Veterans' Satisfaction With the VA Compensation and Pension Program* show that **satisfaction with the handling of a claim does not rely solely upon the claim decision.**

Veterans who had a claim denied can, in some cases, be more satisfied with the handling of their claim than veterans who had a claim granted at an amount or rating higher than expected.

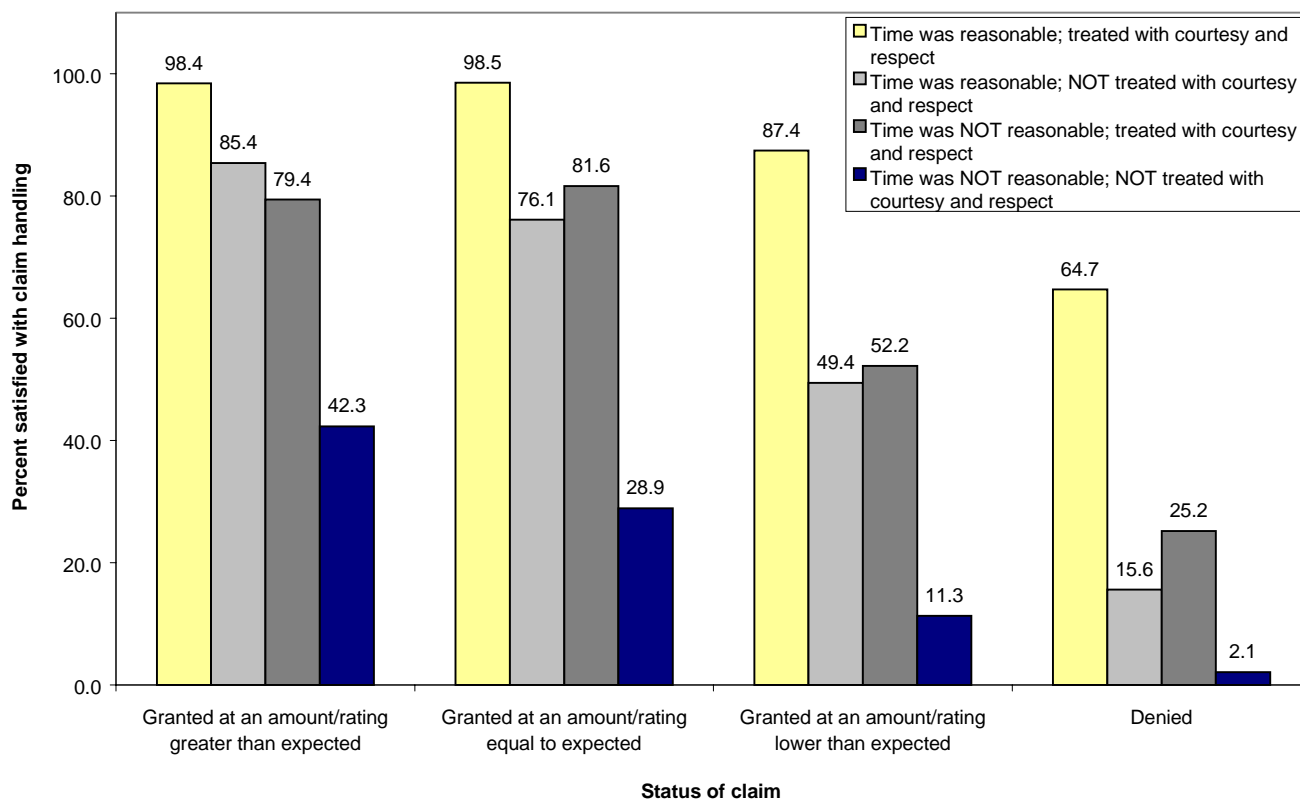
The graph below shows that 64.7 percent of veterans whose claims were denied were satisfied if they felt the time to their decision was

reasonable *and* if they felt they were treated with courtesy and respect.

Conversely, only 42.3 percent of veterans who had a claim granted at an amount or rating greater than expected were satisfied when they did *not* feel the timeliness was reasonable *and* did *not* feel they were treated with courtesy and respect.

Clearly, the claim decision is not enough to keep a veteran satisfied with the handling of her or his claim if the process itself (specifically, timeliness and courtesy) is unsatisfactory.

Satisfaction With Claim Handling, By Status of Claim, Timeliness, and Courtesy



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